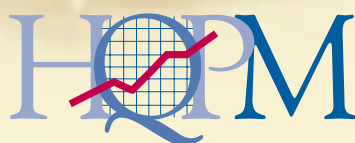
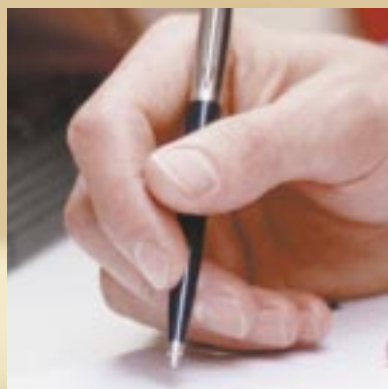


PATIENT SATISFACTION WITH HOSPITAL CARE IN RHODE ISLAND

Report 2 – Fall 2003



Health Quality Performance Measurement



Health Quality Performance Measurement

The Office of Performance Measurement
reports on the performance
and quality of healthcare provided
by healthcare facilities
and health plans in Rhode Island.

Copies of this information are available in alternative formats upon request.

Contact Jean Marie Rocha at Rhode Island Department of Health, Three Capitol Hill, Providence, RI 02908.

Telephone: 401-222-4872 or Rhode Island Relay 711



RI Department of Health

HARI

Hospital Association of RI

September 2003

Dear Rhode Islander,

The Rhode Island Health Quality Performance Measurement and Reporting Program was created to promote improvement in health care through public reporting of information about health care in Rhode Island. This is the second report on hospital patient satisfaction. It is part of a series of reports on other measures of quality for hospitals, nursing homes, home care agencies, and other licensed health care facilities.

A 1998 Rhode Island law created this program. Since then, we have worked to establish a process to improve health care in our state. We have gained national attention because of the many groups that are participating in these efforts. Representatives from the Rhode Island Department of Health, the Hospital Association of Rhode Island, individual hospitals, physician groups, nurses, insurers, consumer groups and other interested parties have worked together to develop the program.

We thank the thousands of patients who responded to a statewide patient satisfaction survey after they left a hospital in Rhode Island. Based on their experiences, and with the help of an independent survey research firm, we have compiled a report that we hope will be informative and useful to you, the consumer. This information also will be used to help hospitals continue to improve care.

The health care system is an important part of our state now and in the future. We are working constantly to help create a better system and ensure the best quality of care for all.

Sincerely,

Patricia A. Nolan, MD, MPH
Director
RI Department of Health

Edward J. Quinlan
President
Hospital Association of RI

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What does this report tell you?

A 1998 Rhode Island law requires the collection and public reporting of information on patient satisfaction and other measures of health care quality in Rhode Island. Hospitals have cooperated in this process and have joined together with the Health Department and community groups to create this statewide report on hospital patient satisfaction.

The goal of this report is to promote quality in the state's health care system. A survey of patient satisfaction is one way to measure hospital quality.

This report describes what patients say about their experiences with hospitals in Rhode Island. The survey information comes from patients in 11 general hospitals and 2 specialty hospitals: one that provides only rehabilitation services and one that provides only psychiatric services.

Hospitals are using the information in this report to improve care.

This report is important to Rhode Islanders because:

- Rhode Islanders value a health care system that they can trust.
- Patients and their families want to receive good care.
- People like to know what others have to say about their hospital experiences.

Who conducted the survey?

An independent survey company, Press Ganey Associates, carried out the statewide survey. The Hospital Association of Rhode Island, together with others, selected this company in an open and public process. Participating organizations included the Rhode Island Department of Health and representatives from hospitals in Rhode Island, consumer groups, insurers, the academic and health care community in Rhode Island, as well as national experts.

The survey company supervised all parts of the survey to be sure that the information is accurate and that this report compares hospitals fairly.

- Patients received surveys within two weeks after leaving the hospital.
- The survey was in English. Patients could get a survey in Spanish in two ways. The cover letter included information in Spanish with a number to call the Department of Health if patients wanted the survey in Spanish. If it was known from the hospital that the patient's first language was Spanish, a survey in Spanish was provided.
- Completed surveys were mailed back to Press Ganey to tally the results.

Which hospitals are in this report?

Butler Hospital

Services: Psychiatric
345 Blackstone Boulevard
Providence, RI 02906
401- 455-6200
www.butler.org

Kent County Memorial Hospital

Services: Medical and Surgical, Obstetrical
455 Toll Gate Road
Warwick, RI 02886
401-737-7000
www.kenthospital.org

Landmark Medical Center

Services: Medical and Surgical, Obstetrical
115 Cass Avenue
Woonsocket, RI 02895
401-769-4100
www.landmarkmedical.org

Memorial Hospital of RI

Services: Medical and Surgical, Obstetrical
111 Brewster Street
Pawtucket, RI 02860
401-729-2000
www.mhri.org

The Miriam Hospital

Services: Medical and Surgical
164 Summit Avenue
Providence, RI 02906
401-793-2500
www.miriamhospital.org

Newport Hospital

Services: Medical and Surgical, Obstetrical
11 Friendship Street
Newport, RI 02840
401-846-6400
www.newporthospital.org

Our Lady of Fatima Hospital

Services: Medical and Surgical
200 High Service Avenue
North Providence, RI 02904
401-456-3000
www.fatimahospital.com

Rehabilitation Hospital of RI

Services: Rehabilitation
116 Eddie Dowling Highway
North Smithfield, RI 02896
401-766-0800
www.rhri.net

Rhode Island Hospital

Services: Medical and Surgical
593 Eddy Street
Providence, RI 02903
401-444-4000
www.rhodeislandhospital.org

Roger Williams Medical Center

Services: Medical and Surgical
825 Chalkstone Avenue
Providence, RI 02908
401-456-2000
www.rwmc.org

South County Hospital

Services: Medical and Surgical, Obstetrical
100 Kenyon Avenue
Wakefield, RI 02879
401-782-8000
www.schospital.com

Westerly Hospital

Services: Medical and Surgical, Obstetrical
25 Wells Street
Westerly, RI 02891
401-596-6000
www.westerlyhospital.com

Women & Infants Hospital of RI

Services: Medical and Surgical, Obstetrical
101 Dudley Street
Providence, RI 02905
401-274-1100
www.womenandinfants.org

Which patients completed the survey?

The surveys were given to patients who were discharged from three types of hospitals in Rhode Island: general, rehabilitation, and psychiatric. All patients who met the selection criteria were included in the survey, with the exception of one hospital: a sample was enough to obtain valid and reliable results for obstetrical patients at Women and Infant's Hospital.

To be selected in the survey, patients had to be:

- Adults (age 18 and older)
- Admitted for at least a one night stay in the hospital
- Discharged from a general hospital between December 2002 and March 2003 or from a specialty hospital between April 2003 and July 2003.

A total of 17,707 patients from 13 hospitals in Rhode Island were sent the survey, and 5301 patients completed it. The total number of patients from each hospital depended on the number of services included for each hospital. Here is a picture of all patients who completed the survey.

Gender	Age	Race/Ethnicity*	Insurance Coverage*
59% Female	51% Under age 65	96% White	43% Medicare
41% Male	49% Age 65 or older	4% Non-white	6% Medicaid
* Proportions include general and rehabilitation hospital patients only.			51% Other coverage

How can this report help you?

This report gives Rhode Islanders information about care and services received in hospitals. Here are some ways you can use this information.

- Think about the hospitals you or a family member would use if you needed to go to the hospital, and see how patients rated their care and services.
- If you or a family member needs to go to the hospital, talk with your doctor about the report.
- Keep this report as a reference for you and your family members.

What was asked on the survey?

Patients who were discharged from hospitals in Rhode Island were asked to rate their experience during their most recent hospital stay. Answer choices ranged from Very Poor to Very Good. The survey questions are grouped into 10 different topics.

Listed below, under each topic, are samples of what was asked in the survey for general hospitals.

Samples of what was asked

Admission

- Speed of admission process
- Courtesy of the person who admitted you

Room

- Room cleanliness
- Room temperature

Diet and Meals

- Quality of the food
- Temperature of the food (cold foods cold, hot foods hot)

Nurses

- Amount of attention paid to your special or personal needs
- Promptness in responding to the call button

Tests and Treatments

- Concern shown for your comfort during tests or treatments
- Waiting time for tests and treatments

Visitors and Family

- Helpfulness of the people at the information desk
- Staff attitude toward your visitors

Samples of what was asked (continued)

Physician

- Physician's concern for your questions and worries
- How well physician kept you informed

Discharge

- Extent to which you felt ready to be discharged
- Instructions given about how to care for yourself at home

Personal Issues

- Staff concern for your privacy
- How well your pain was controlled

Overall Assessment

- How well staff worked together to care for you
- Likelihood of your recommending this hospital to others

Overall hospital rating

The Overall Hospital Rating is a summary score. This summary score is the average of all the topic scores. This average is reported for each type of service.

See pages 12 and 13 for samples of what was asked in the surveys for the rehabilitation and psychiatric hospitals.

How were the hospital ratings determined?

- First, patients from each hospital answered the questions on a mailed survey.
- Next, the answers for each patient were combined for each topic (e.g., nurses).
- Then, the answers of all patients from each hospital were combined to give that hospital a score for each topic. Only hospital scores that included at least 30 patients per hospital were reported.
- Finally, for each topic, each hospital was given a rating of 1, 2, or 3 diamonds based on a Comparative Score.

How do I read the ratings in this report?

Hospital ratings are grouped by the type of services a patient receives in a hospital:

- **General Hospital:** Medical and Surgical or Obstetrical (Maternity)
- **Specialty Hospital:** Rehabilitation Hospital or Psychiatric Hospital

The diamond ratings are based on a **Comparative Score**. The Comparative Score is the average of hospital scores for patients who receive similar services from other hospitals across the country that use the same Press Ganey survey.

- **Three diamonds** were given to a hospital if that hospital's score is approximately in the **top 16%** of all hospital scores and there is statistical confidence that the hospital's score is **above** the Comparative Score for that topic.
- **Two diamonds** were given to a hospital if that hospital's score is approximately in the **middle 68%** (two-thirds) of all hospital scores. That is, the hospital's score is not statistically different, and is **about the same as** the Comparative Score for that topic.
- **One diamond** was given to a hospital if that hospital's score is approximately in the **bottom 16%** of all hospital scores and there is statistical confidence that the hospital's score is **below** the Comparative Score for that topic.

In the charts on the following pages:

- | | |
|-----|--|
| ◆◆◆ | Tells you the hospital score is above the Comparative Score |
| ◆◆ | Tells you the hospital score is about the same as the Comparative Score |
| ◆ | Tells you the hospital score is below the Comparative Score |

The diamonds do not tell you if one hospital in Rhode Island is different from another hospital in Rhode Island, but how each hospital in Rhode Island compares to a group of hospitals across the country that used the same survey.

See the **Technical Report** available at the Rhode Island Department of Health web site (www.health.ri.gov/chic/performance/series.htm) for more detailed information on the ratings and the statistical tests.

Tips on reading the hospital ratings

On the charts on the following pages, you will see the hospitals listed **across the top**. You will see the topics that were rated by patients **down the side**.

To see how different hospitals compare on the different topics, read **across** each *Topic* row.

To see how all of the hospitals in Rhode Island score relative to the comparative score for each topic, read **down** the column, *Hospitals in Rhode Island*.

To see how Hospital C rates on all the topics in the survey, read **down** the *Hospital C* column.

Topic	Hospitals in Rhode Island	Hospital A	Hospital B	Hospital C
Admission
Room
Diet and Meals
Nurses

Hospitals in Rhode Island are rated **above** the comparative score for *Nurses*.

Hospital A in Rhode Island is rated **below** the comparative score for *Nurses*.

Hospital C in Rhode Island is rated **about the same** as the comparative score for *Nurses*.

Turn the page to see the patient ratings of the hospitals.

Medical and Surgical Patients

The diamond ratings on these pages come from Medical and Surgical patients who stayed overnight in a hospital under the care of a physician or surgeon. They may have received hospital care for conditions such as heart or lung disease, cancer, or diabetes, for example. Or, they may have had an operation such as gall bladder removal, back surgery, breast or prostate surgery, or hip or knee repair.

General hospitals in Rhode Island that provide medical and surgical services to adults are included.

Topic	Hospitals in Rhode Island	Kent County Memorial Hospital	Landmark Medical Center	Memorial Hospital of RI	The Miriam Hospital	Newport Hospital
Admission
Room
Diet and Meals
Nurses
Tests and Treatments
Visitors and Family
Physician
Discharge
Personal Issues
Overall Assessment
Overall Hospital Rating

See pages 4 & 5 for samples of what was asked in the survey and for the definition of Overall Hospital Rating.

This chart compares each hospital's ratings to the Comparative Score for 1072 hospitals with medical and surgical services.

- ◆◆◆ **above** the Comparative Score
- ◆◆ **about the same** as the Comparative Score
- ◆ **below** the Comparative Score

Our Lady of Fatima Hospital	Rhode Island Hospital	Roger Williams Medical Center	South County Hospital	Westerly Hospital	Women & Infants Hospital	Topic
..	Admission
..	Room
..	Diet and Meals
..	Nurses
..	Tests and Treatments
..	Visitors and Family
..	Physician
..	Discharge
..	Personal Issues
..	Overall Assessment
..	Overall Hospital Rating

Obstetrical (Maternity) Patients

The diamond ratings on these two pages come from Obstetrical (maternity) patients who received care before, during, and after the birth of a child.

General hospitals in Rhode Island that provide obstetrical services are included.

Topic	Hospitals in Rhode Island	Kent County Memorial Hospital	Landmark Medical Center	Memorial Hospital of RI
Admission
Room
Diet and Meals
Nurses
Tests and Treatments
Visitors and Family
Physician
Discharge
Personal Issues
Overall Assessment
Overall Hospital Rating

See pages 4 & 5 for samples of what was asked in the survey and for the definition of Overall Hospital Rating.

This chart compares each hospital's ratings to the Comparative Score for 394 hospitals with obstetrical (maternity) services.

- ◆◆◆ **above** the Comparative Score
- ◆◆ **about the same** as the Comparative Score
- ◆ **below** the Comparative Score

Newport Hospital	South County Hospital	Westerly Hospital	Women & Infants Hospital	Topic
..	Admission
..	Room
..	Diet and Meals
..	Nurses
..	Tests and Treatments
..	Visitors and Family
..	Physician
..	Discharge
..	Personal Issues
..	Overall Assessment
..	Overall Hospital Rating

Rehabilitation Hospital Patients

The diamond ratings on this page come from patients who stayed in a hospital that provides only Rehabilitation services. These services include physical, speech, and occupational therapy to help patients return to their daily activities after an illness or accident.

Rehabilitation units located within general hospitals in Rhode Island are not included.

Topic	Rehabilitation Hospital of RI	Rehabilitation Hospital Survey Samples of What Was Asked
Admission	Speed of the admissions process Courtesy of admissions personnel
Room	Cheerfulness of your room Room temperature
Diet and Meals	Quality of the food Temperature of the food
Nurses	Promptness in responding to the call button Amount of attention paid to special/personal needs
Physical Therapy	Adequacy of your physical therapy program How well the physical therapist explained treatment
Occupational Therapy	Courtesy of your occupational therapist Adequacy of your occupational therapy program
Recreational Therapy	Availability of recreational activities Helpfulness about your post-discharge activities
Speech Therapy	Courtesy of your speech therapist Adequacy of your speech therapy program
Other Services	Staff who escorted you to and from your room Courtesy of laboratory personnel
Visitors and Family	Staff attitudes toward your visitors Adequacy of visiting hours
Rehabilitation Doctor	Doctor's concern for your questions and worries How informative doctor was dealing with your family
Social Work/Discharge	How responsive the social worker was to your needs Amount of notice given to prepare for discharge
Overall Assessment	Staff concern for your privacy Likelihood of your recommending this hospital
Overall Hospital Rating	The summary score is the average of all the topic scores above.

This chart compares this hospital's ratings to the Comparative Score for 37 hospitals that self-reported as providing rehabilitation services, not within a general hospital.

- ◆◆◆ **above** the Comparative Score
- ◆◆ **about the same** as the Comparative Score
- ◆ **below** the Comparative Score

Psychiatric Hospital Patients

The diamond ratings on this page come from patients who stayed at a hospital that provides only Psychiatric services. The survey was given to all patients at the time of discharge.

Psychiatric units located within general hospitals in Rhode Island are not included.

Topic	Butler Hospital	Psychiatric Hospital Survey Samples of What Was Asked
Admission	..	Speed of admissions process Courtesy of admissions personnel
Room	Cheerfulness of your room Noise level in and around your room
Diet and Meals	Quality of the food Temperature of the food
Treatment Staff	Promptness in responding to your requests Treatment staff took your health problem seriously
Medical Procedures	Courtesy of the person who took your blood Adequacy of explanation of tests
Therapeutic Programs	Individual contact with staff Group therapy sessions
Your Primary Psychiatrist	Amount of time your psychiatrist spent with you How well you were kept informed about your
Visitors and Family	..	Staff courtesy towards your visitors Confidentiality respected with family and friends
Discharge	Hospital's concern not to discharge you too soon Information provided at discharge regarding
Overall Assessment	Staff concern for your privacy Likelihood of your recommending this hospital to
Overall Hospital Rating	The summary score is the average of all the topic scores above.

This chart compares this hospital's ratings to the Comparative Score for 30 hospitals that self-reported as providing psychiatric services, not within a general hospital.

- ◆◆◆ **above** the Comparative Score
- ◆◆ **about the same** as the Comparative Score
- ◆ **below** the Comparative Score

How can I get more information?

You may want more information about the hospitals or the report. This page tells you how to find answers to your questions.

To learn about hospitals in Rhode Island

If you would like to learn more about any of the hospitals in this report, go to **page 2** to see a listing of the hospitals. You can find the name of the hospital, where it is located, the phone number and web site address. Use this information to contact any of the hospitals. Also, you may contact the Hospital Association of Rhode Island at 401-274-4274 or visit the web site: www.hari.org.

To learn about this report

This report is available to everyone in Rhode Island, and anyone can get a copy of the report. If you or someone you know would like a copy of this report, call the Rhode Island Department of Health at 401-222-2550 and ask for the report on the hospital patient satisfaction survey. Also, you can find this report on the Department of Health web site: www.health.ri.gov/chic/performance/series.htm.

Here are some ways to get additional information or help in better understanding this report.

For...	Contact...
Information or questions about the contents of this report	<ul style="list-style-type: none">Hospital Association of Rhode Island at 401-274-4274, or visit the web site at www.hari.org
A copy of this report in Spanish	<ul style="list-style-type: none">Department of Health at 401-222-2550, or view it on the web site at www.health.ri.gov/chic/performance/series.htm
A copy of the Technical Report with details about the survey process and ratings	<ul style="list-style-type: none">Department of Health at 401-222-2550, or view it on the web site at www.health.ri.gov/chic/performance/series.htm
Help in reading or understanding the report	<ul style="list-style-type: none">Aging 2000 at 401-521-7930Urban League of Rhode Island at 401-351-5000, ext. 147
Language translation help	<ul style="list-style-type: none">International Institute of Rhode Island at 401-461-5940Office of Minority Health at 401-222-2901
Information about the 1998 law on public reporting for health care facilities	<ul style="list-style-type: none">Department of Health at 401-222-2550Rhode Island State Government at: www.rilin.state.ri.us/Statutes/Title23/23-17.17/Index.htm

To see other reports on health care quality

This report on patient satisfaction in hospitals is the second one published by the Department of Health. The first patient satisfaction report and other published reports on medical care in hospitals and nursing homes are available to the public. Call the Department of Health at 401-222-2550 or visit the web site at www.health.ri.gov/chic/performance/series.htm.

Acknowledgements

Many organizations helped to make this project a reality. Appreciation is given to those individuals and groups that assisted in the development of the patient survey and this report on what patients say about hospitals in Rhode Island.

Rhode Island Organizations

Aging 2000
International Institute of Rhode Island
Urban League of Rhode Island

Government Agencies

Office of Lieutenant Governor, Charles J. Fogarty
Rhode Island Department of Elderly Affairs
Rhode Island Department of Health
Rhode Island Office of Minority Health

Health Care Organizations

13 participating hospitals (see page 2)
Hospital Association of Rhode Island

Quality Improvement Organizations (QIOs)

Qualidigm® (Connecticut)
Quality Partners of Rhode Island

Survey Research Company

Press Ganey

Rhode Island Consumers

Rhode Island consumers who took time to participate in group interviews to test the format of this report before it was prepared for printing.

Rhode Island Health Quality Performance Measurement and Reporting Program

Steering Committee
Hospital Measures Subcommittee
Hospital Patient Satisfaction Public Release Work Group II

A special thank you to the many patients who took time to complete the survey questionnaire and share their experiences after they left the hospital.

Previously Published Health Care Quality Reports

1. Consumer and Provider Views on Key Dimensions of Quality Hospital Care: A Review of the Literature. (April, 1999)
2. States and the State of the Art for Health Care Quality Measurement and Reporting: An Environmental Scan. (September 1999)
3. Quality Hospital Care: What Does It Mean? The Results of Surveys and Focus Groups with Consumers and Health Providers In Rhode Island. (October 1999)
4. Reporting Publicly Accountable Performance Measures of Quality in Health Care: Review of Existing Databases in Rhode Island Focusing on the Hospital Setting. (May 2000)
5. Outcomes of Invasive Cardiac Procedures: Rhode Island 1995-1997. (June 2000)
6. A Review of the Current State of Public Reporting on Health Care Quality Performance: States, Hospitals, and Coalitions. (July 2000)
7. Use of Administrative Data in Measuring Quality of Care. (August 2000)
8. A Profile of Medicare Beneficiaries in Rhode Island: Quality of Care Compared to New England States and the Nation. (May 2001)
9. Summary Report: Hospital Care Trends in Quality Indicators for Health Care in Rhode Island (1994- 1998): Hospital Care, Access to Care and Utilization of In patient Procedures. (August 2001)
10. A Report of Patient Satisfaction with Hospital Care in Rhode Island. (Fall 2001)
11. Nursing Home Quality: A National Overview of Public Reporting Programs. (January 2002)
12. Patient Outcomes and Nurse Sensitive Indicators: A National Overview of Public Reporting Programs. (February 2002)
13. Nursing Home Clinical Measures Report. (April 2002)
14. Public Reporting of Hospital Patient Satisfaction: A Review of Survey Methods and Statistical Approaches. (August 2002)
15. Hospital Performance in Rhode Island: How Often Our Hospitals Provide Recommended Care for Heart Attack, Heart Failure, and Pneumonia. (December 2002)
16. Nursing Home Resident Satisfaction: An Overview of Public Reporting. (June 2003)
17. Hospital Performance in Rhode Island: How Often Our Hospitals Provide Recommended Care for Heart Attack, Heart Failure and Pneumonia - Second Edition. (July 2003)
18. Home Health Patient Satisfaction: A National View of Public Reporting. (May 2003)



Health Quality Performance Measurement

RHODE ISLAND DEPARTMENT OF HEALTH

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